RIZIV – INAMI

eID User Guide for PC

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1. Introduction

To be able to use your eID card to authenticate to RIZIV-INAMI websites, you will need a card reader and the eID software. Information on the different types of card readers can be found at http://www.cardreaders.be. Once you have a card reader, please follow the guide below to install the eID software.

In case of technical problems, please contact the RIZIV-INAMI helpdesk:
Phone: +32 2 739 74 74
E-Mail: helpdesk@nihdi.fgov.be

2. eID Middleware Setup

The required software can be downloaded from the Belgium eID website at http://eid.belgium.be. Please follow the link “eID Quick Install” and choose the Middleware that corresponds to your operating system (Windows).

Figure 1

The eID Quick Installer will install the required software in 3 steps:

2.1 Step 1

The eID Quick Installer installs the eID Software and removes any previous versions.

2.2 Step 2

The eID Quick Installer requests to connect the card carder to your PC and insert your eID card into the card reader. It will then verify if the card reader is correctly connected and if the eID card can be read.

2.3 Step 3

The eID Quick Installer shows the content of the eID card and provides the option to test the PIN-code.

3. Browser Setup

The following sections details additional steps that are required depending on your browser type.

3.1 Internet Explorer (6.0 or higher)

For Internet Explorer, no additional steps are required. Please make sure however to insert the eID card into the card reader *before* the first authentication.

3.2 Google Chrome (4.0 or higher)

For Google Chrome, no additional steps are required. Please make sure however to insert the eID card into the card reader *before* the first authentication.

3.3 Safari

For Safari, no additional steps are required. Please make sure however to insert the eID card into the card reader *before* the first authentication.

3.4 FireFox 3.0

3.4.1 Installation of the PKCS#11 Module

To be able to use your eID card in FireFox, an additional module has to be installed. Please open FireFox and navigate to http://eid.belgium.be/pkcs11.jsp to install this module automatically. The message

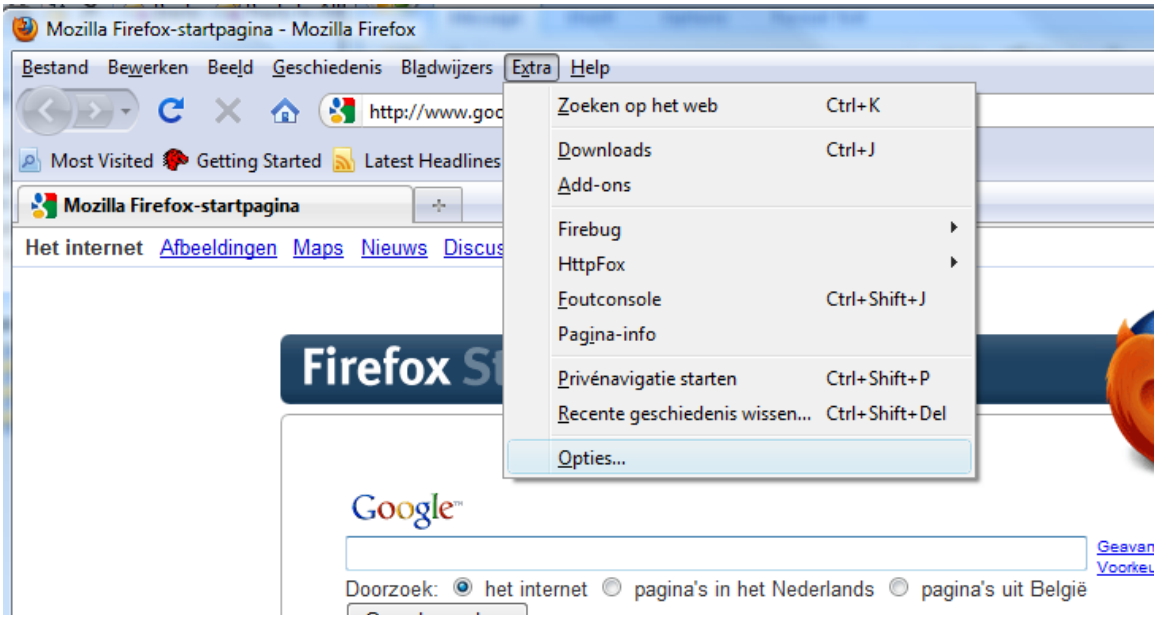
> "Registration of the "Belgium Identity Card PKCS#11" module in Mozilla, Netscape or Firefox"

should appear.

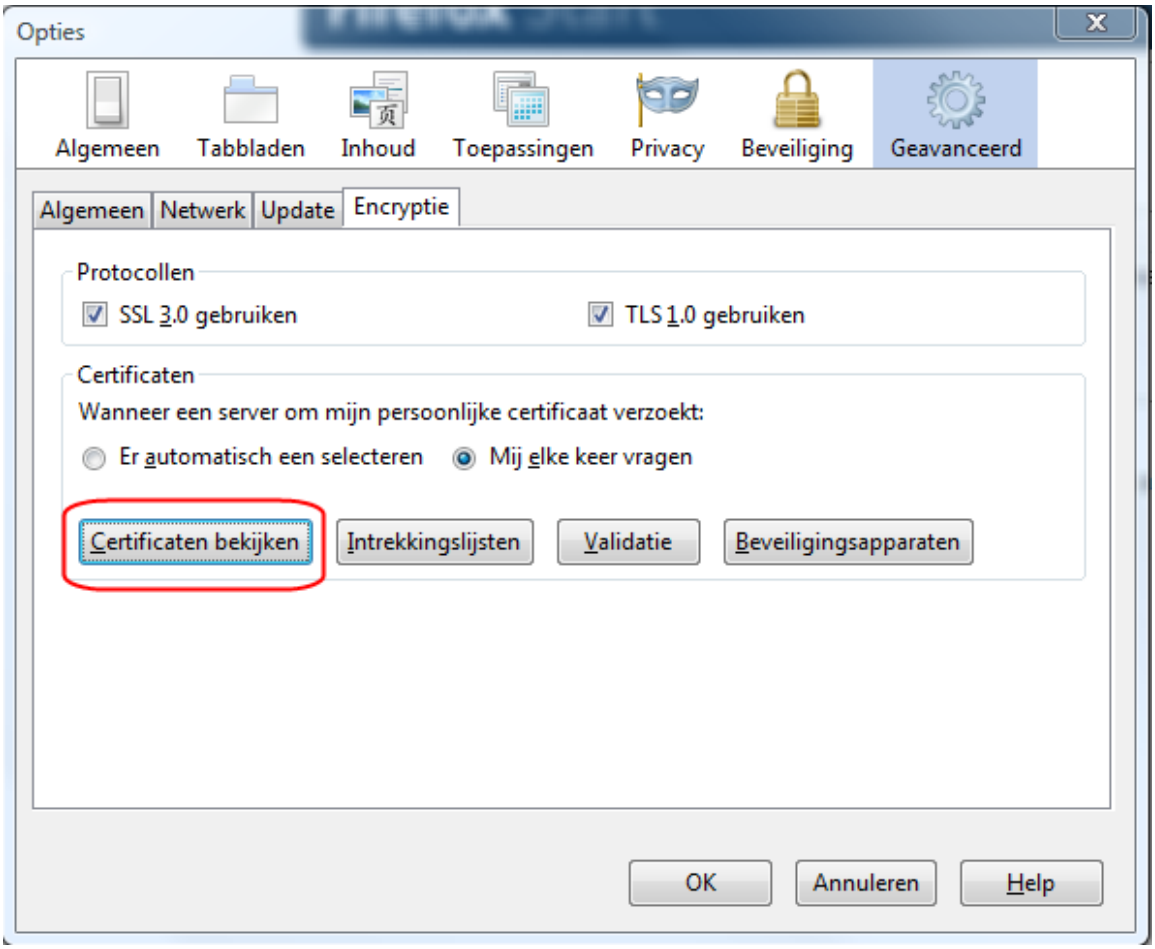
3.4.2 Configuration of the certificates

Note: Please make sure your eID card is inserted in the card reader.

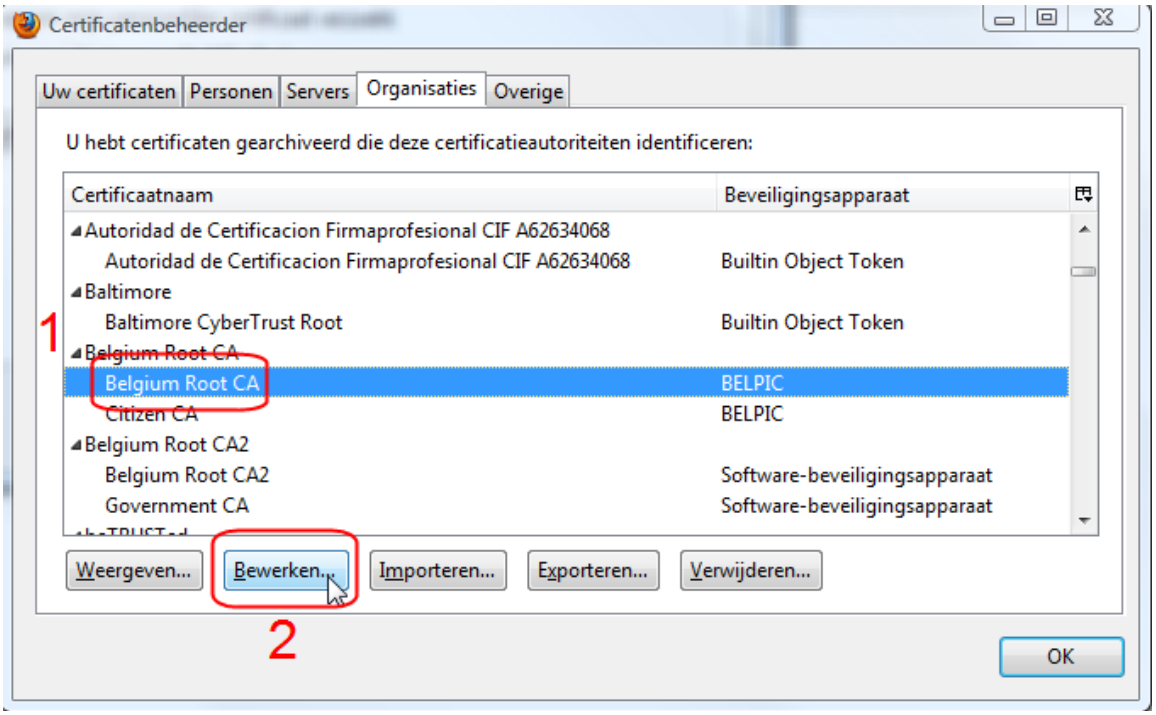
- Open FireFox and choose “Tools” -> “Options…” -> “Advanced” -> “Encryption”



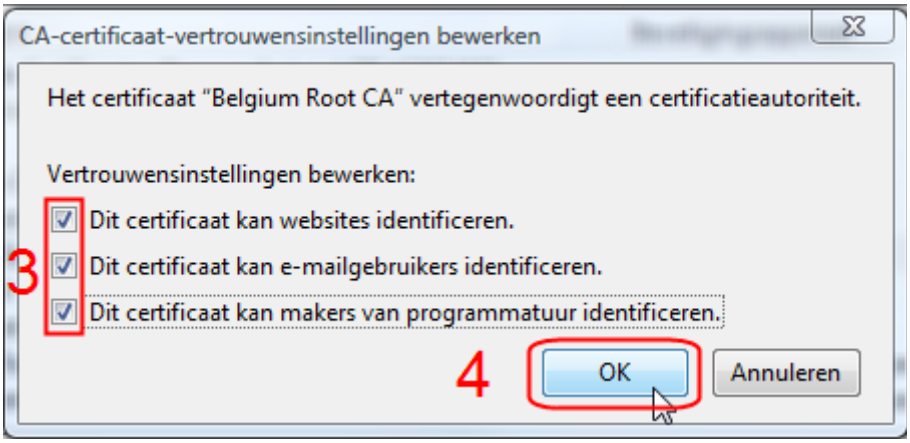
- Click on “View Certificates”



- Search the certificate “Belgium Root CA” and select the line under the arrow
- Click on “Edit …”



- Make sure the 3 check boxes are checked and click “Ok”



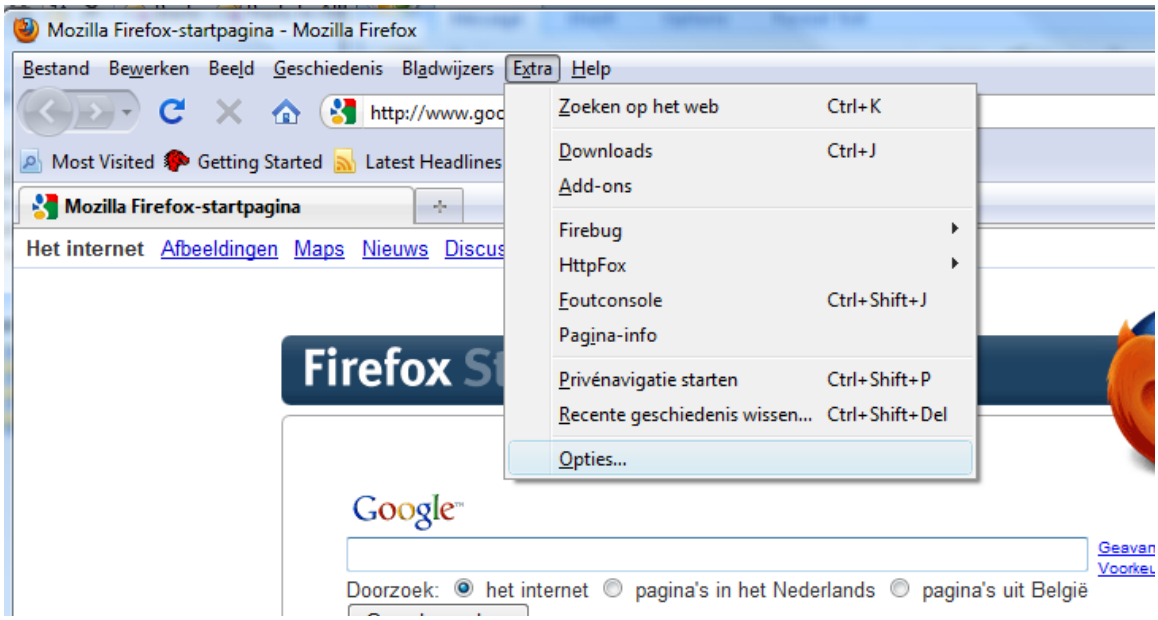
- Search the certificate “Belgium Root CA 2”. If it is present, please repeat the steps above (select the line under the arrow, click on “Edit …”, make sure the 3 check boxes are checked and click “Ok”).

3.5 FireFox 3.5

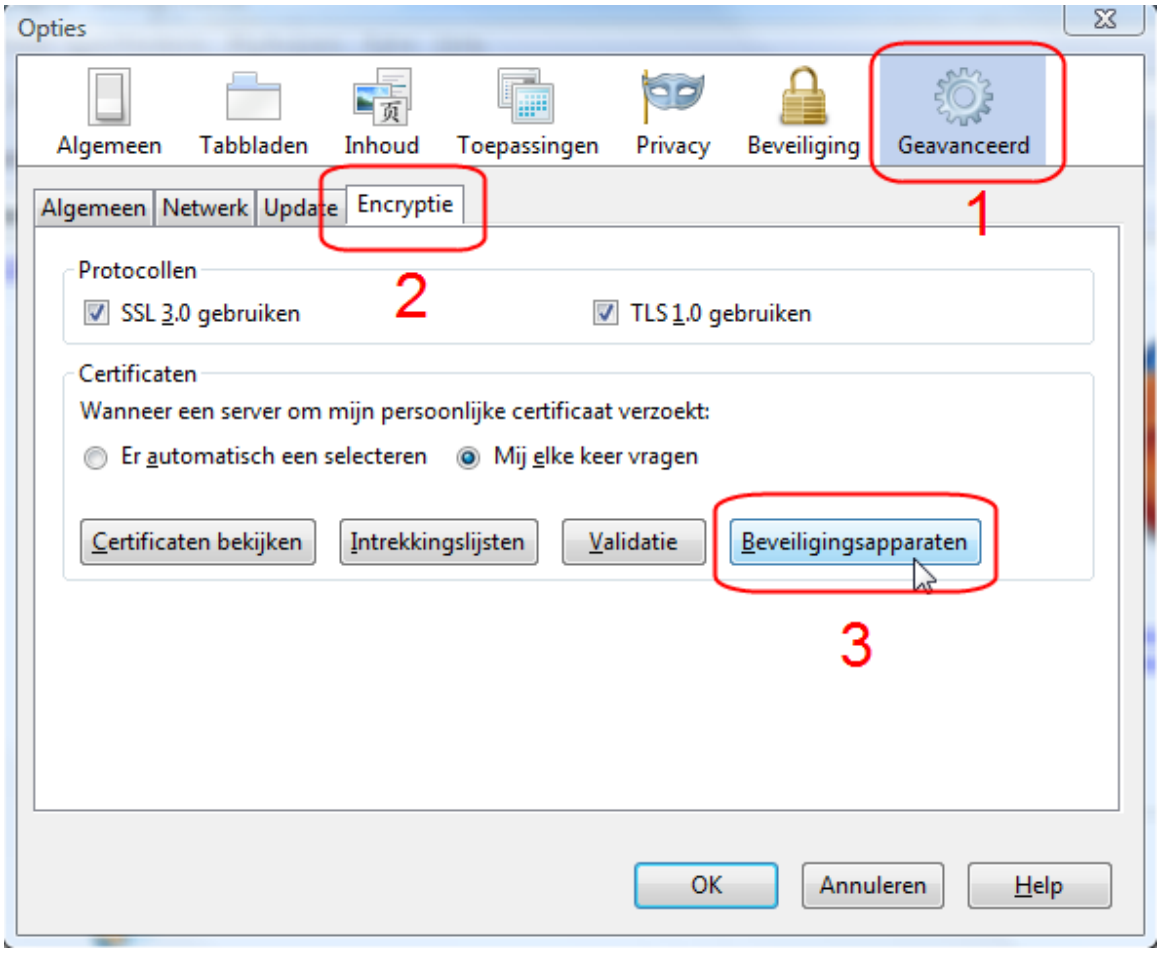
3.5.1 Installation of the PKCS#11 Module

To be able to use your eID card in FireFox, an additional module has to be installed. On FireFox 3.5 this module has to be installed manually.

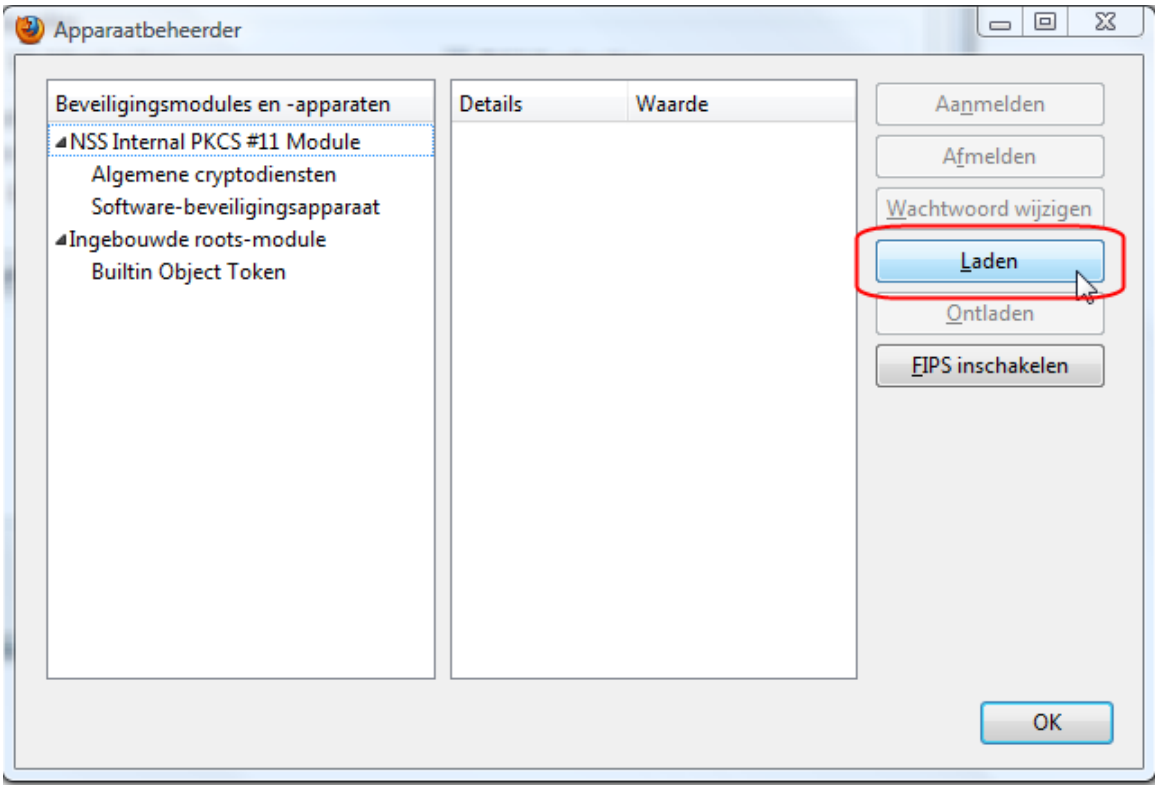
- Open FireFox and choose “Tools” -> “Options…” -> “Advanced” -> “Encryption”



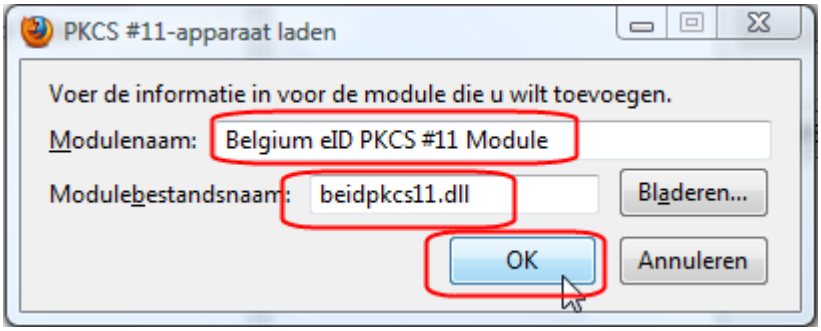
- Click on “Security Devices”



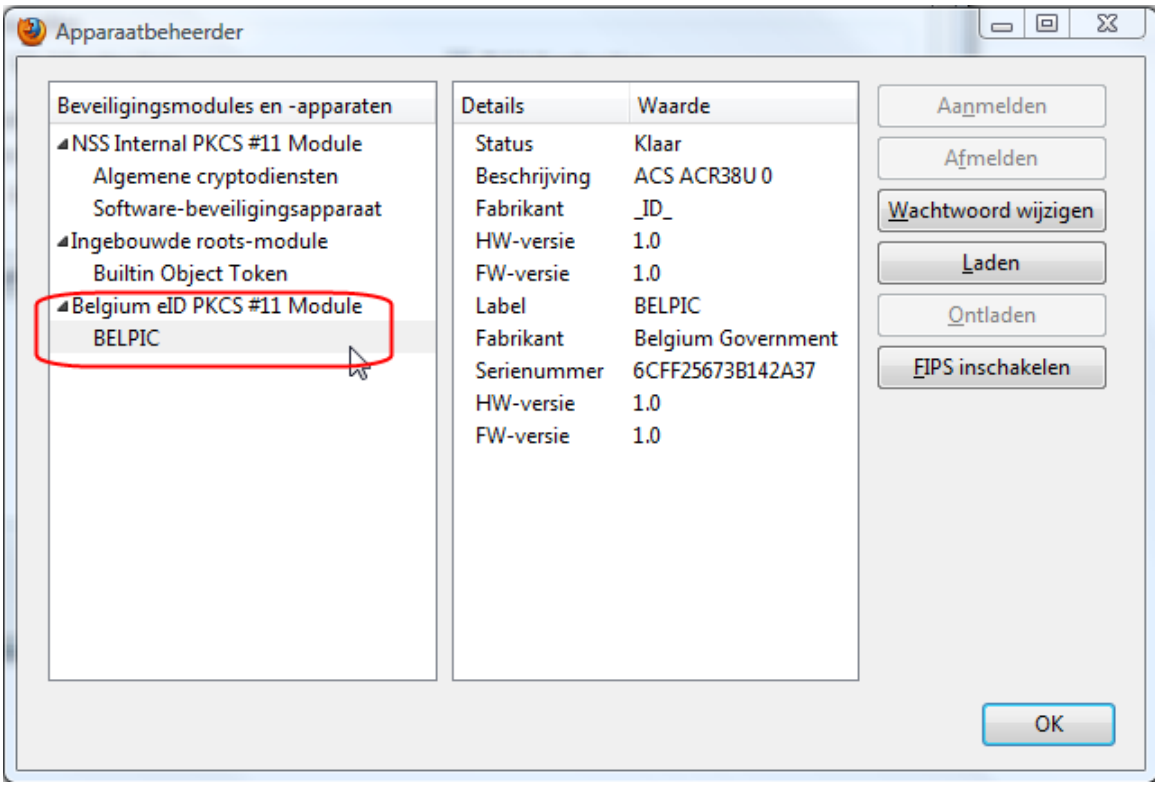
- Click on “Load”



- Type “Belgium eID PKCS #11 Module” as Module Name and “beidpkcs11.dll” as Module Filename.



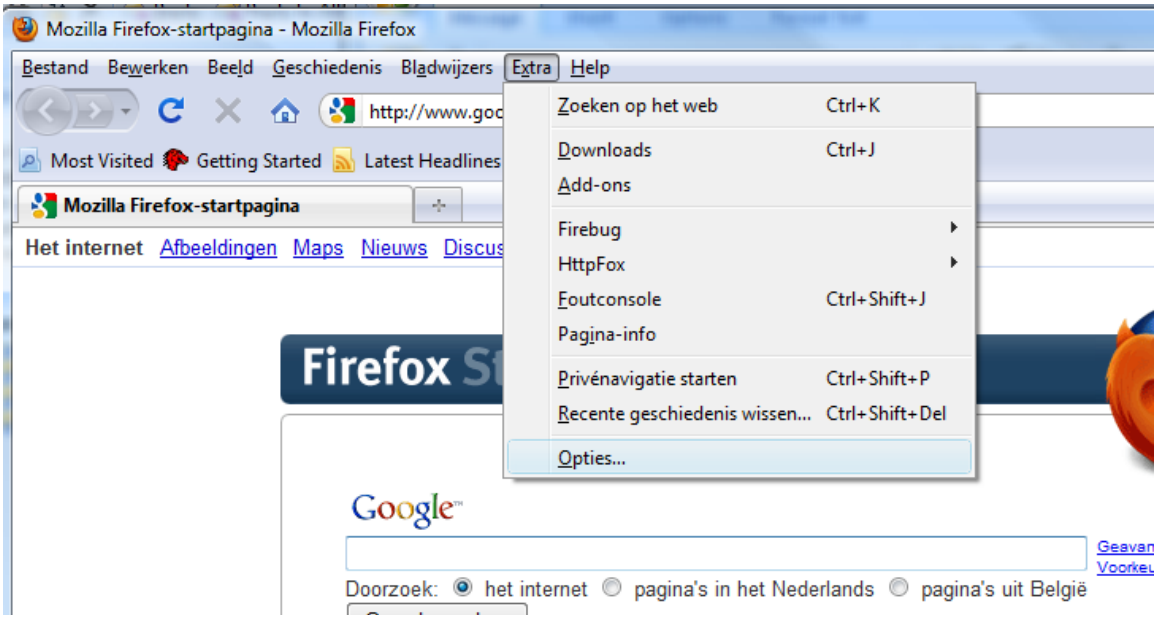
- The required module is now installed. Click on “Ok” to close the device manager.



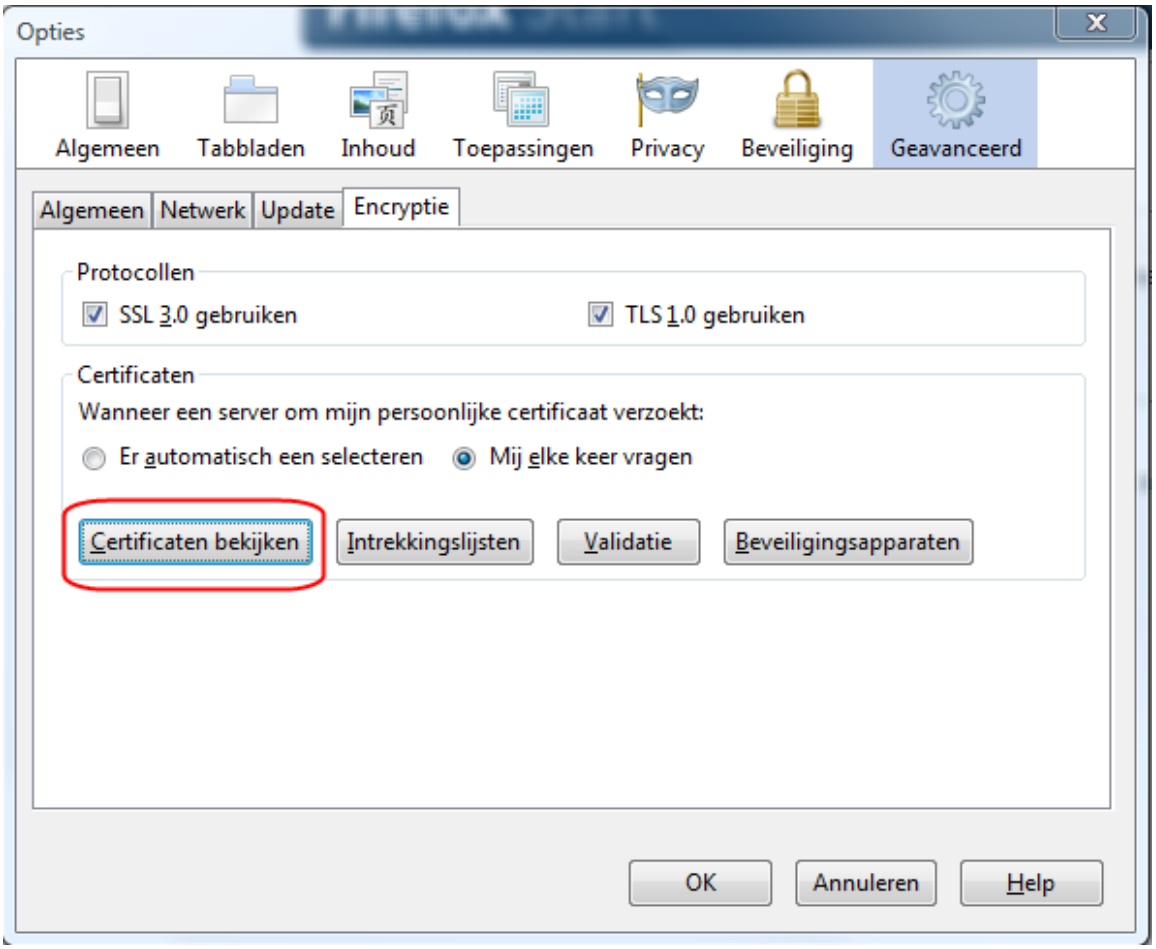
3.5.2 Configuration of the certificates

Note: Please make sure your eID card is inserted in the card reader.

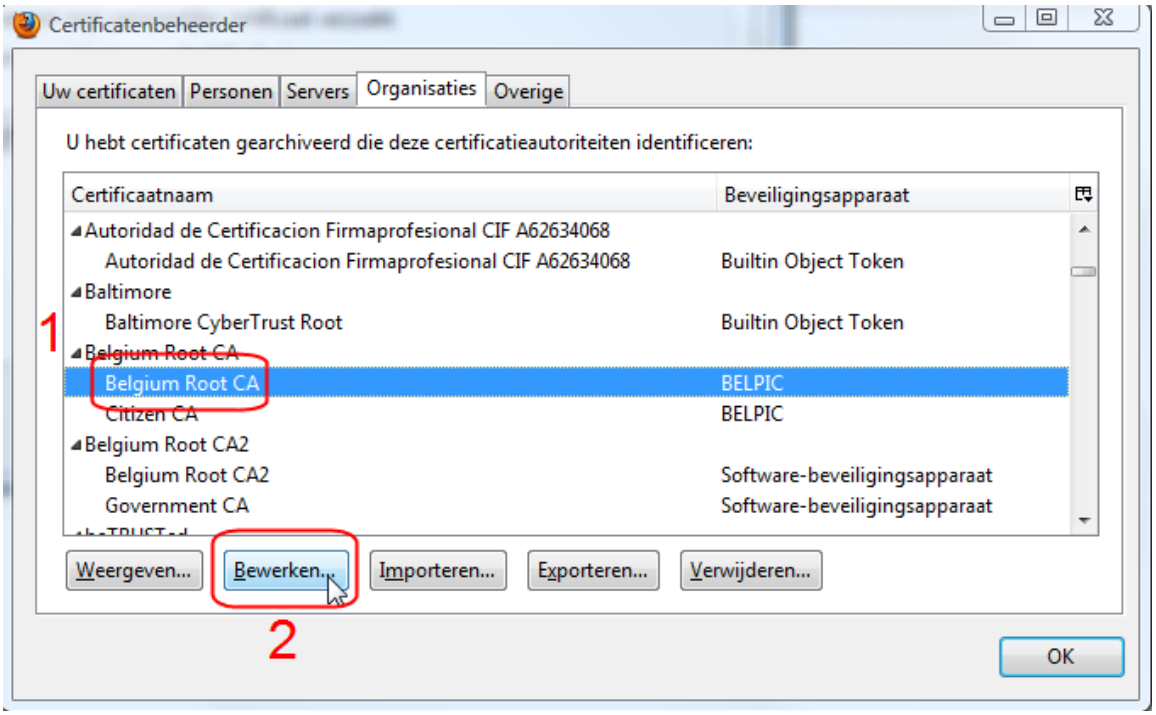
- Open FireFox and choose “Tools” -> “Options…” -> “Advanced” -> “Encryption”



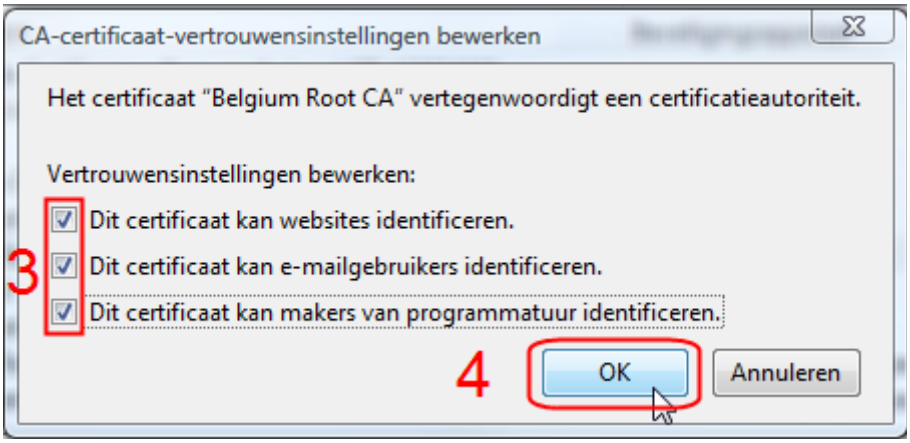
- Click on “View Certificates”



- Search the certificate “Belgium Root CA” and select the line under the arrow
- Click on “Edit …”



- Make sure the 3 check boxes are checked and click “Ok”



- Search the certificate “Belgium Root CA 2”. If it is present, please repeat the steps above (select the line under the arrow, click on “Edit …”, make sure the 3 check boxes are checked and click “Ok”).

4. Recommendations

- It is recommended to insert the eID card into the card reader **before** starting the authentication.
- For security reasons, it is recommended to **remove** the eID card as soon as the authentication has been completed.

5. FAQ

5.1 Question: I do not know my PIN-code

If you have your eID PUK-code, it is possible to reset your eID PIN-code. If you do not have your eID PUK-code, it is possible to ask a reprint of the eID PIN- and PUK-codes at your municipality. Please refer to your municipality for more information.

5.2 Question: I entered 3 wrong PIN-codes for my eID and now my card is blocked

If you have your eID PUK-code, it is possible to reset your eID PIN-code. If you do not have your eID PUK-code, it is possible to ask a reprint of the eID PIN- and PUK-codes at your municipality. Please refer to your municipality for more information.

5.3 Question: I have lost my eID Card

Please go to your municipality, the nearest police station or contact “DocStop” of Internal Affairs at +3225182123. To request a new eID card you will have to contact your municipality.

5.4 Question: My eID Card has been stolen

Please go to your municipality, the nearest police station or contact “DocStop” of Internal Affairs at +3225182123. To request a new eID card you will have to contact your municipality.

5.5 Question: I have a problem with the installation of the eID Middleware

Please follow the “QuickFix Wizard”:
- For Dutch: http://eid.belgium.be/nl/hulp_nodig/QuickFix
- For French: http://eid.belgium.be/fr/besoin_d_aide/QuickFix

5.6 Question: When connecting through eID, a message “The website declined to show this webpage (HTTP 403)”

Please close the browser and insert the eID card in the reader before trying again.

5.7 Question: When connecting through eID, a message "Secure Channel Client Authentication Required"

Please close the browser and insert the eID card in the reader before trying again.

5.8 Question: I already have an eID Middleware installed, do I still have to execute the procedures of chapter 2 and 3?

No these procedures have to be executed only once. If a version of the eID Middleware has already been installed, you are ready to authenticate to NIHDI websites with your eID card.